Appian

Use Cases for Life Sciences: IT Functions Platform

How can we maintain organizational excellence when there are thousands of outstanding IT requests at any one time?

APPIAN CUSTOMER

- Multi-national pharmaceutical company.
- IT organization provides global application design, development, and support services for all business units under the company's umbrella.
- IT employees support >1300 applications and >1100 web sites, with >800 concurrent, active engagements.

CHALLENGES

- Internal operations do not support organization's mission.
- Thousands of IT requests.
- Global workforce.
- Patchwork of many systems complicate already complex IT operations.

GOALS

- Speed results.
- Increase and maintain quality.
- Improve internal customer service.

Sample App: IT Request Management

BUSINESS CASE

- Thousands of IT requests: new applications and solutions, upgrades, modifications, etc.
- Global workforce with global needs.
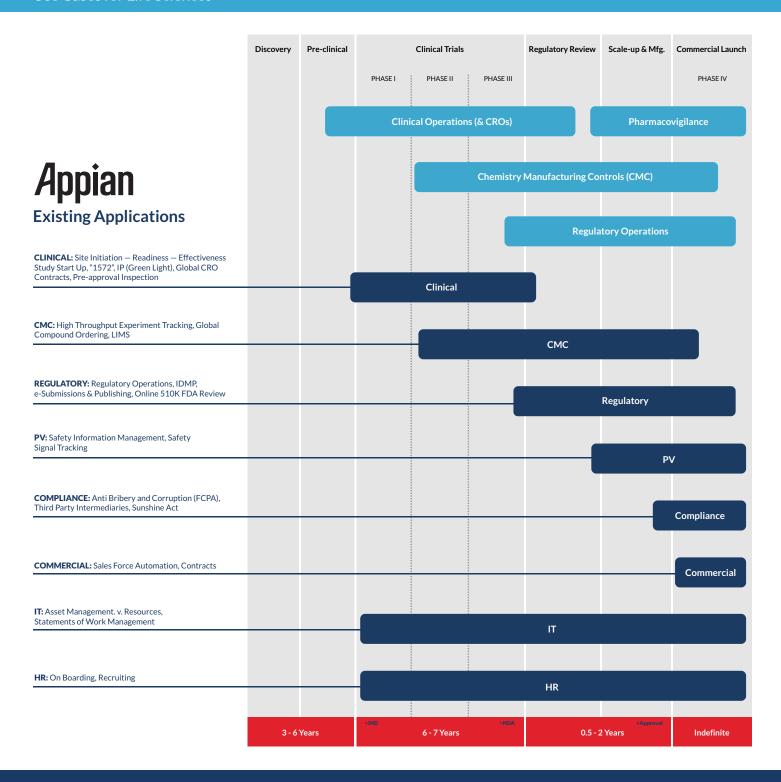- Old technology in place unable to keep up with modern needs.

APPROACH

- Unify technology on a single platform to manage requests from intake through delivery and maintenance.
- Streamline processes, including demand intake, SOW creation, and SOW approval.
- Ensure consistency with business rules for data validation, SOW approval, role based access, and engagement document types.
- Provide real-time metrics, dashboards, and notifications across organizational levels.

RESULTS

- Achieved $451,000 in annual direct cost savings from automation of processes.
- Achieved equivalent of $821,000 in annual increased time savings for delivery managers.
- Reduced average cycle time by 25%.
- Eliminated duplication of data.
- Unified information from across all systems.
- Reduced time for auditing and tracking history.
- Improved visibility through self-service reporting.
- Improved operational and process excellence company-wide.
- Improved business planning and forecasting through on-demand reports and dashboards.
- Achieved consistency and standardization in delivery processes.

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Appian — Existing Applications

Phases / Stages: Discovery | Pre-clinical | Clinical Trials (PHASE I, PHASE II, PHASE III) | Regulatory Review | Scale-up & Mfg. | Commercial Launch (PHASE IV)

Top bands:
- Clinical Operations (& CROs)
- Pharmacovigilance
- Chemistry Manufacturing Controls (CMC)
- Regulatory Operations

Application descriptions and timeline bars:

CLINICAL: Site Initiation — Readiness — Effectiveness Study Start Up, "1572", IP (Green Light), Global CRO Contracts, Pre-approval Inspection → **Clinical**

CMC: High Throughput Experiment Tracking, Global Compound Ordering, LIMS → **CMC**

REGULATORY: Regulatory Operations, IDMP, e-Submissions & Publishing, Online 510K FDA Review → **Regulatory**

PV: Safety Information Management, Safety Signal Tracking → **PV**

COMPLIANCE: Anti Bribery and Corruption (FCPA), Third Party Intermediaries, Sunshine Act → **Compliance**

COMMERCIAL: Sales Force Automation, Contracts → **Commercial**

IT: Asset Management. v. Resources, Statements of Work Management → **IT**

HR: On Boarding, Recruiting → **HR**

Timeline (bottom):
- Discovery / Pre-clinical: 3 - 6 Years
- Clinical Trials: 6 - 7 Years (>IND ... >NDA)
- Regulatory Review / Scale-up & Mfg.: 0.5 - 2 Years (>Approval)
- Commercial Launch: Indefinite

Appian

Appian delivers an enterprise platform for digital transformation that speeds time to market and value to the patient. Powered by industry leading capabilities, Appian's approach radically accelerates the time it takes to build and deploy powerful, modern applications, on-premises or in the cloud. The world's most innovative life sciences organizations use Appian to revolutionize their customer experiences, transform their operations, and master regulatory compliance.

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